

(3) Office of Headquarters Operations.

(a) **MISSION.** The Office of Headquarters Operations provides executive leadership and oversight for services and products necessary to support effective operations of NASA Headquarters. This Headquarters office serves as the single focus on matters pertaining to the planning, management, execution, and evaluation of Headquarters institutional management activities.

(b) **OVERALL RESPONSIBILITIES.** The Executive Director for Headquarters Operations reports to the Associate Administrator for Mission Support Directorate.

(1) Specifically, the Executive Director for Headquarters Operations:

(a) Develops and implements plans that address the organization's goals, objectives, metrics and actions needed to execute the strategic goals and outcomes in the NASA Strategic Plan.

(b) Manages the office functions by reducing institutional risk to missions.

(c) Manages facilities and administrative services for Headquarters that include facilities planning and lease management, office space assignment and building alterations, building utilities services, conference room scheduling and audio-visual support, furniture acquisition, custodial services, mail operations, management of the Headquarters safety and emergency preparedness programs, continuity of operations (COOP), and personnel and physical security, library services, motor pool services, move services, Employee Assistance Program, Workers Compensation program, fare subsidy program, parking permits, receipt and inspect of freight, directive review management, industrial hygiene, provisioning of office supplies for Headquarters, and passport and visa services for the Agency.

(d) Manages information technology (IT) and communications services that include desktop hardware and software acquisition, installation and management, applications software development, IT project management, customer relationship management, computer account administration, computer center operations, data center management, computer training and outreach, IT security services, Help Desk, records management, forms design, control, and distribution management, and telephone voice communications, and graphics, photographic, and printing/duplication services.

(e) Manages human resources management services for Headquarters that include recruitment, classification, management of the awards program and anti-harassment program, labor and employee relations, leave, time and attendance program management, performance management, ceiling control, workforce planning and executive services. Manages training and development services for Headquarters that include career counseling, executive coaching, leadership and supervisory development, employee development, and organizational development.

(f) Manages equal opportunity (EO) and diversity management services for Headquarters that include the management of Alternative Dispute Resolution services and EO counseling,

affirmative employment, diversity/Special Emphasis Programs, and services to individuals with disabilities.

(g) Manages logistics and transportation services for Headquarters that include property management, supply and equipment receiving and inspection, furniture and equipment repair, warehousing services, shipment of material, and administration of excess property.

(h) Manages procurement activities for Headquarters that include grants management and contract solicitation, negotiation, award management, and closeout. Serves as the Head of the contracting activity for Headquarters procurements.

(i) Provides oversight of the Sponsored Research and Education Support Service (SRESS) contract and support to the NASA customers of the contract for solicitation processing, peer review, conferences, workshops and meeting activities for the Agency.

(j) Formulates the Agency Management project budgets within the Cross Agency Support (CAS) Appropriation. Coordinates data calls and responses and provides oversight for all budgets in Agency Management Program. Provides all facets of budget resources allocation, execution control, and oversight functions that fund Headquarters labor, travel, and procurement costs for installation operations and Mission Support Offices' projects and services. Serves as liaison with the GSFC/Regional Finance Office and management of the Working Capital Fund budget for services provided to Headquarters by the NASA Shared Services Center.

(k) Provides maintenance support including use of upgrades to the Core Financial System, SAP, and e-Government systems at Headquarters including systems management, maintenance, and configuration, help-desk operations, FedTraveler, end-user services, training, and communications for installed business and administrative systems.

(l) Provides management of Headquarters Travel Office for Center-wide processing of authorizations, customer support, interface with the NSSC for voucher processing and management of the HQ travel card program.

(c) SPECIAL RELATIONSHIPS. The Executive Director for Headquarters Operations serves as a member of NASA's Mission Support Council (extended) and the Senior Management Council.

(d) LINE OF SUCCESSION. In the following order: Director, Headquarters Human Resources Management Division and Director, Budget Management and Systems Support Division.